Installation Manual

Premier Com300/Com2400

Issue 4

CE

Texecom

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1. Regulatory Requirements

General

The *Premier Com300* and *Com2400* digimodem must be installed by an electrically competent person. Before attempting to install the digimodems, the installer must be aware of the regulatory requirements detailed in this section.

The digimodems are suitable for connection to the following types of telephone line:

- Direct exchange lines (PSTN)
- PABX exchanges (with or without secondary proceed indication)

Approval

The *Premier Com300* and *Com2400* digimodems are both manufactured to meet all European Area telecommunication network requirements. These devices have been approved for use with Council Decision 98/482/EC for pan-European single terminal connection to the public switched telephone network (PSTN). However due to differences between the individual PSTNs provided in different countries, the approval does not in itself give unconditional assurance of successful operation with every PSTN network termination point.

In the event of problems, you should contact Technical Support at Texecom Ltd.

The *Premier Com300* and *Com2400* digimodems have both been approved for the following usage:

- Automatic Call Initialisation
- Automatic Dialling
- Modem
- Serial Connection
- Multiple Repeat Attempts
- Line Status Monitoring

Any other usage will invalidate any approval given to the devices and as a result the devices will cease to comply with the standards against which the approval was granted.

REN Rating

As a guide to the number of devices that can be simultaneously connected to an exclusive line, the sum of the REN values must not exceed 4. A BT telephone is assumed to have an REN = 1 unless otherwise marked.

The *Premier Com300* and *Com2400* both have an REN = 1

2. Overview

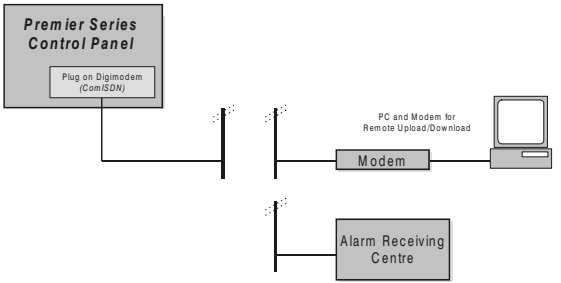
General

The *Premier Com300* and *Com2400* digimodems are compatible with the *Premier* series of control panels:

These digimodems are connected to the control panel via an 8-pin connector located at the top right hand corner of the control panel. Terminals are also provided to connect the digimodems to the Public Switched Telephone Network (PSTN).

Digimodem Features

- 8 channel multi format digital communicator supporting Fast Format, Contact ID, SIA Level 2/3 and EasyCom Pager protocols
- 6 Alarm Receiving Centre telephone numbers (up to 24 digits each)
- Fully programmable reporting codes (Contact ID & SIA Level only)
- 300-baud modem (*Com300*) or 2400-baud modem (*Com2400*) for uploading and downloading control panel information over a telephone line using the *Wintex UDL* software and a PC
- REN = 1
- Short Message Service (SMS) to mobile phones (*Com2400* ONLY)



Connection Status

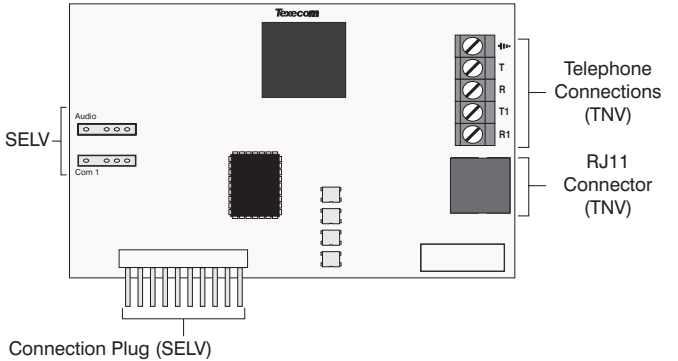
The digimodems can accept serially connected telephone apparatus. When the digimodems are online they will temporarily disconnect all serially connected telephone apparatus (e.g. phones, answer-phone, etc.) so that they do not interfere with data transmission. This means that the digimodems do not have to be connected to a dedicated telephone line (see telephone line connection **NOTES** on page 12).

Connection terminals on the *Com300* and *Com2400* are described as either 'Safety Extra Low Voltage' circuits (SELV) or 'Telecommunications Network Voltage' circuits (TNV).

- It is important that the TNV connections are only connected to the PSTN, and SELV circuits are only connected to other circuits designated as SELV circuits
- Interconnection circuits should be such that the equipment continues to comply with the requirements of 4.2 of EN 41003 for TNV circuits and 2.3 of EN 60950 for SELV circuits, after making connections between circuits

NOTE The digimodem layout below shows the two types of circuits.

Digimodem Layout



Telephone Connections (TNV)
Direct connection for telephone line (see page 8 for wiring details).

RJ11 Socket (TNV)
Alternative connection for telephone line.

Connection Plug (SELV)
Plugs into digimodem socket on top right hand corner of control panel.

Operation

The digimodems can be used to report system events to a Central Monitoring Station (using Fast Format, Contact ID or SIA Level 2/3) or to upload/download control panel information using the *Wintex UDL* software and a PC.

In order to use the digimodems for uploading and downloading control panel information you will require a PC with Windows 95, 98 or NT and an analogue modem that supports V.21, V.22 or V.22bis operation.

To obtain your copy of the *Wintex UDL* software, please complete and return the Software Registration form enclosed with the *Premier Com300* or *Com2400*.

Communicator Operation

When a reportable system event occurs, the digimodem will seize the telephone line and dial the telephone number for the Alarm Receiving Centre, once the receiver answers the call the following sequence of events will occur.

- The digimodem will send a handshake signal
- If the handshake signal is acknowledged, the digimodem will report the event to the Alarm Receiving Centre using Fast Format, Contact ID or SIA Level 2/3

  NOTE If the handshake signal is not acknowledged, the digimodem will shut down and attempt to dial another telephone number.
- Once the event has been successfully reported to the receiver, the receiver will send back an acknowledgement signal and the digimodem will shut down. The digimodem will then return to its normal mode

Modem Operation

The digimodem will monitor the telephone line for an incoming ringing signal, once the ringing signal is detected the following sequence of events will occur.

- The digimodem will pick up the telephone line and establish a connection with the remote computer
- Once the connection is established, the remote computer can be used to upload data from the control panel or download data from a PC
- Once the remote computer has finished uploading/downloading, it will tell the digimodem to go hang up. The digimodem will then return to its normal mode

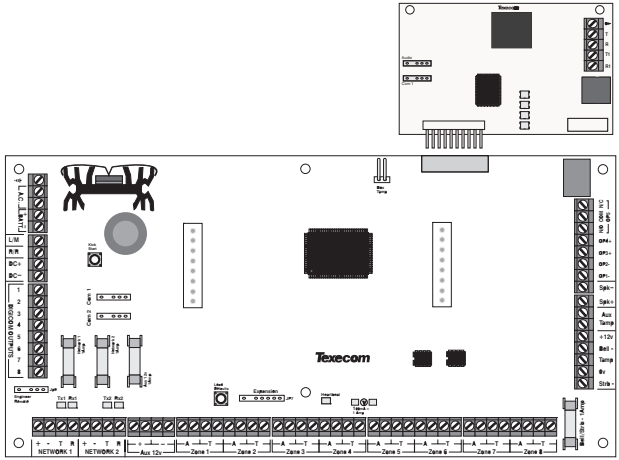
3. Installation

Plugging on the Digimodem

➤ To install the digimodem, proceed as follows:

NOTE If fitting to an old Premier panel (with an 8 pin header) refer to page 13.

1. Isolate **ALL** power from the control panel (AC Mains and Battery). Do not continue if there is power still present on the control panel.
2. Installing the digimodem with power still present on the control panel will seriously damage the digimodem and invalidate any warranty.
3. Ensure that the board is the correct way up (see picture below).
4. Locate the 10-pin plug on the digimodem into the digimodem socket on the control panel and line up the mounting holes with the pillars in the base.
5. Once all the holes line up, screw the digimodem into place. On the Premier 24 Plastic panel, the digimodem locates onto pins.



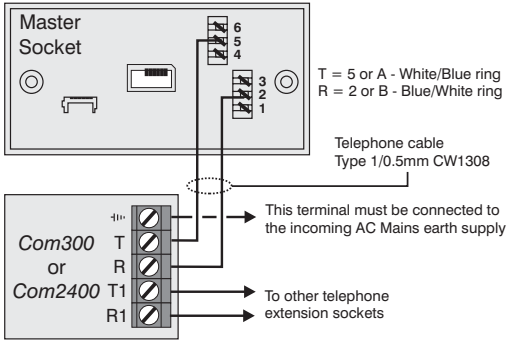
Telephone Line Connections

➤ To connect the telephone line, proceed as follows:

1. Connection to the telephone network must be made via an NTE5 master socket (Line Box).
2. Fit the rubber grommet supplied with the digimodem into the 20mm cable entry in the top right hand corner of the control panel.
3. Using the cable type 1/0.5mm CW1308, strip back 5mm of the required cores and feed through the cable entry.

   NOTE Alarm or any other type of cable must not be used.
4. Connect the cores to the terminal blocks marked ‘T’, ‘R’. If required connect serial devices to ‘T1’ & ‘R1’ on digimodem.
5. Ensure the the eath terminal on the digimodem is connected to mains earth.
6. Remove the two screws from the BT master socket and remove the bottom section from the master socket.
7. Connect the cable from the digimodem to the BT master socket terminals.

   NOTE A special insertion tool will be required to connect the cable to the master socket.
8. Replace the bottom section of the master socket and re-fit the two screws.



NOTE All apparatus that requires access to emergency services (999 and 112) must be connected directly to the master socket. Devices that do not require access to these services such as faxes, modems and answer machines etc. can be connected to the extension sockets (see Note below).

NOTE Devices that are connected to the extension sockets will be isolated from the telephone line whilst the *Premier Com300* or *Com2400* is active and therefore access to the line (including emergency services) during this period is not possible.

Setting up the Com Ports

➤ To setup the Com Ports for the *Com300* or *Com2400,* proceed as follows:

1. **Enter into the Engineers Menu** (1) (2abc) (3def) (4ghi).
2. Select the **UDL/Digi Options** menu (7pqrs) and **press** (Yes).
3. Select the **Com Port Setup** menu (8tuv) and **press** (Yes).
   - Select **Onboard Digicom** and **press** (No)
   - Select ***Com300*** or ***Com2400*** and **press** (Yes)
4. If fitting a ***Com2400 to a Premier 24*** only.
   - select **Com1** and **press** (No)
   - Select ***Com2400*** and press (Yes)

   NOTE **COM1** will not be available for use by any other device on the **Premier 24.**
5. If a ***Com2400*** is being used for SMS text messaging, ensure that the SMS service centre number is programmed in Radio/SMS options(this is normally **07860 980480** or **07785 499993** and does not normally need to be changed.

   NOTE Calls to these numbers are charged at the normal rates for calls to mobile phones from a standard telephone line.
6. To exit from the **Com Port Setup** menu **press** (Menu).

Programming the *Com300* and *Com2400*

➤ To program the *Com300* or *Com2400,* proceed as follows:

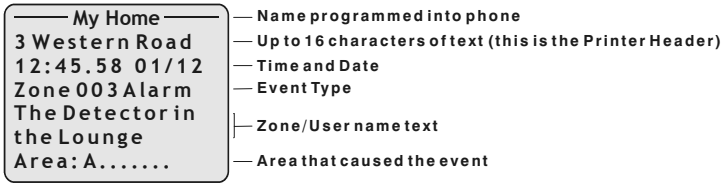
1. **Enter into the Engineers Menu** (1) (2abc) (3def) (4ghi).
2. Select the **Program Digi** menu (3def) and **press** (Yes).
   - Select the required **ARC** set (1), (2abc) or (3def)
   - Select the Protocol i.e. **Fast format, Contact ID, SMS Messaging**
   - Enter the Primary Number for the ARC or 1st Mobile phone number
   - Enter the Secondary Number for the ARC or 2nd Mobile phone number

     NOTE SMS Text Messages will always be sent to both numbers
   - Enter the **Account Number** (NOT required for SMS)
   - Enter the number of **Dialing Attempts** (minimum=1)
   - For Fast format select the **Reporting** channels
   - For Fast format select the **Restoring** channels
   - For Fast format select the **Open**/**Close** channels
   - For all other formats select the **Areas** that will report events
   - For all other formats select the types of events that will be **Reported**
   - Select any **Config.** Options that may apply
3. To exit from the **Program Digi** menu **press** (Menu).
4. Select the **Digi Options** menu (4ghi) and **press** (Yes).
   - Select **Digi is Enabled (E)**
   - Select any other options that may be applicable i.e. If more than one set of ARC information is being used i.e. ARC1 for Fast Format to Alarm Receiving Centre and ARC2 for SMS Messaging to Mobile phones, **Dial ALL Numbers** should be selected
5. To exit from the **Digi Options** menu **press** (Menu).

NOTE When using SMS text messaging, up to 16 characters of text can be programmed as a site identifier if required. To do this, enter the **Global options** menu (3def) then select **System Text** (5jkl) then program the **Printer Header** (7pqrs) with the required text.

What will be sent as a Text Message

The following information will be received in the text message:



Testing the communicator

NOTE Before attempting to send a test call to the Alarm Receiving Centre, ensure that the account is on test.

➤ **Once all the installation steps have been completed, proceed as follows:**

1. Reconnect power to the control panel.
2. Enter into **Engineers Menu**, Select **UDL/Digi Options**, **press** (Yes), (1), (Yes) then follow the instructions on the LCD.
3. Finally replace and secure the control panel cover.

4. Using *Com2400* with old Premier

This section only applies when fitting a *Com2400* to an older style Premier Panel which has an 8 pin header for fitting the digicom.

Installation

1. Carry out the installation as described in this manual with the following additional actions.
2. Fit the lead supplied with the digimodem between COM1 on the ***Com2400*** and COM1 on the **Premier Panel**.
3. Enter the **Engineers Programming** mode on the control panel.
   - Select **UDL/Digi Options** menu **Press** (Yes)
   - Scroll to **Com Port Setup**, **Press** (Yes)
   - Scroll to **Com Port 1** and select ***Com2400*.**

Using a PC for local Upload/Download

➤ **When connecting a PC to the control panel, proceed as follows:**

1. Unplug the *Com2400* lead from COM1 on the control panel.
2. Plug the *PC-Com* onto COM1 on the control panel.
3. Ensure that the Lid Tamper switch is **OPEN.**

   NOTE **IF THE LID TAMPER IS CLOSED THE ENGINEERS CODE MAY BE DEFAULTED.**
4. Press the FACTORY DEFAULT button for no longer than 3 seconds (a bleep will be heard).
5. Connect to the control panel using *Wintex.*

   NOTE If *Wintex* does not connect to the control panel or the connection is removed for longer than 1 minute, the Factory Default button must be pressed again.

   Text messages will NOT be sent whilst a PC is connected to the control panel.
6. When finished, remove the *PC-Com* from COM1 on the control panel and reconnect the *Com2400* to COM1 on the control panel.

5. Specifications

Electrical

Operating Voltage	9 - 13.7V$_{DC}$
Current Consumption	
Quiescent	25mA
When Active	80mA
Communicator Protocols	Fast Format Contact ID SIA Level 2/3 EasyCom Pager SMS Messaging (*Com2400* only)
Modem Protocol	
Com300	V.21 (300-baud)
Com2400	V.21, V.22 or V.22bis (300, 1200 or 2400-baud)
Telephone Numbers	Up to 6 (up to 24 digits each)
Dialling Formats	Pulse & DTMF
REN	1.0
Approval	CTR21
Standards Approval	EN50136-2-3, EN50131-1 Grade 3
Performance Criteria	ATS3

Environmental

Operating Temperature	-10°C (+14°F) to +55°C (+122°F)
Storage Temperature	-20°C (-4°F) to +60°C (+140°F)
Maximum Humidity	95% non-condensing
EMC Environment	Residential Commercial Light Industrial Industrial
EN50131	Class II

Physical

Dimensions (W x H x D)	95mm x 65mm x 25mm
Packed Weight	50g

Standards

The *Com300* and *Com2400* both conform to European Union (EU) Low Voltage Directive (LVD) 73/23/EEC (amended by 93/68/EEC) and Electro-Magnetic Compatibility (EMC) Directive 89/336/EEC (amended by 92/31/EEC and 93/68/EEC).

The CE mark indicates that this product complies with the European requirements for safety, health, environment and customer protection.

Warranty

All Texecom products are designed for reliable, trouble-free operation. Quality is carefully monitored by extensive computerised testing. As a result the *Premier Com300* and *Com2400* digimodems are covered by a two-year warranty against defects in material or workmanship.

As the *Premier Com300* and *Com2400* digimodems are not a complete alarm system but only a part thereof, Texecom cannot accept responsibility or liability for any damages whatsoever based on a claim that the *Premier Com300* or *Com2400* failed to function correctly.

Due to our policy of continuous improvement Texecom reserve the right to change specification without prior notice.

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